

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND
Personnel Class Specification

Office Assistant II – Assignment Office

DEFINITION OF CLASS:

The Office Assistant II is an entry level position in the Assignment Office. The incumbent reports directly to the Assignment Commissioner and Office Manager, and is ultimately responsible to the Court Administrator.

This job description is utilized to give a broad overview of the various desk assignments in the Assignment Office. Each desk assignment has its own unique job responsibilities. However, it is essential for employees of this office to learn all desk assignments, and to accomplish this, employees may be rotated among assignments. Desk assignment rotation provides each employee an opportunity to learn the various aspects of the Assignment Office and enhance his/her opportunity for future growth within the Circuit Court.

Circuit Court employees are *at-will* employees and serve at the discretion of the Administrative Judge. This means that the employee or the Court may terminate the employment relationship at any time, with or without cause. The *at-will* relationship remains in full force and effect notwithstanding any statements to the contrary made by court personnel or set forth in any documents, including Montgomery County Personnel Regulations.

EXAMPLES OF ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. This job description shall not be construed to describe an exhaustive list of all duties that may be performed by such a person. It does not proscribe or restrict additional various tasks and assignments that may be required by the Assignment Commissioner, Office Manager, Court Administrator and/or Judicial Officers.

Reasonable accommodations will be made in accordance with the applicable law to enable individuals with disabilities to perform the essential functions.

- Scanning, organizing, and processing applicable court documents (e.g., courtroom sheets, orders, memos)
- Review and prepare documents for scanning and assist in the retrieval of scanned documents when necessary.

- Train co-workers in scanning procedures.
- Serve as a liaison with other departments, i.e. Court Researchers, in regard to sharing inter-office information and managing the “To Be Assigned Docket” statistics.
- Print out public list of daily docket assignments.
- Sort and process notices.
- Perform daily afternoon docket changes/broadcast.
- Pull, review, and deliver the Child Support Enforcement Contempt docket.
- Play a prominent role in answering daily telephone calls. Attempt to answer all general inquiries.
- Assist the Differentiated Case Management (DCM) Clerk with locating DCM files and identifying the case status for the Civil Settlement Pre-Trial docket.
- Develop and implement new methods of automating the recording, organizing, and storing of documents.
- Access and utilize FILETRAIL in accordance with established procedures.
- Maintain a desk manual listing all duties and responsibilities. The manual must be clear, concise, and provide a step-by-step description of each job responsibility. All procedures should be kept current.
- Consistently offer assistance to co-workers and management when able.

KNOWLEDGE, SKILLS AND ABILITIES

- Work the full-time standard schedule of 8:00 a.m.-5:00 p.m., Monday through Friday, with flexibility to accommodate any necessary early or late meetings.
- Maintain a regular, punctual, and reliable level of attendance.
- Possess strong customer service skills.
- Work independently.
- Answer the telephones in a consistent and prompt fashion.
- Fulfill all front counter assignments.

- Adhere to all policies and procedures that have been established by the Assignment Commissioner.
- Communicate effectively, both orally and in writing, and exercise a high degree of judgment, tact, diplomacy, and competence in dealing with judges, attorneys, court personnel, and the public.
- Work rotating assignments.
- Perform multiple assignments effectively and proficiently.
- Consistently demonstrate effective follow-through on both short and long-term assignments.
- Lift stacks of court files as a part of performing the essential functions of this position.
- Handle stressful situations and maintain a professional demeanor when dealing with court personnel and the general public.
- Read and write English.
- Possess strong organizational skills.
- Understand basic legal terminology.
- Conversational Spanish helpful, but not required.

MINIMUM QUALIFICATIONS

- High school graduate with a good command of the English language (oral and written).
- Minimum two years of customer service experience.
- Basic knowledge of Microsoft Office Applications (e.g., Word, Excel).
- An equivalent combination of experience and education may be substituted.

How to apply for employment opportunities in the Administrative Office of the Circuit Court:

1. Please open the [Online Employment Application PDF](#). Mac users **MUST** use Adobe to complete the application. The Mac "Preview" application will not transmit your information to us. The application form requires you to have Adobe Reader version 8 or higher. Go to <http://get.adobe.com/reader/> to download the latest Adobe Reader version.

2. A button marked "Highlight Fields" will be above and to the right of the Application form. Click the button to show fields that can be typed in.
3. Complete all applicable fields by typing or clicking into each one.
4. On the last page of the Application there are two buttons. The **Print** button will allow you to print a copy for yourself. The Save As button will allow you to save the completed application to your computer.
5. Please send an email with the following attachments to adminhr@mcccourt.com: completed application, cover letter, resume, and a writing sample.